

**Sub-Element 5.b— Emergency Information and Instructions for the Public and Media**

<b>What the Policy Says</b>	<p><b>Intent</b></p> <p>NUREG-0654 provides that OROs should have the capability to disseminate to the public appropriate emergency information and instructions, including any recommended protective actions. In addition, NUREG-0654 provides that OROs should ensure that the capability exists for providing information to the media. This includes the availability of a physical location for use by the media during an emergency. NUREG-0654 also provides that a system should be available for dealing with rumors. This system will hereafter be known as the public inquiry hotline.</p> <p><b>Criterion 5.b.1:</b> OROs provide accurate emergency information and instructions to the public and the news media in a timely manner. (NUREG-0654, E. 5, 7; G.3.a, G.4.c).</p> <p><b>Minimum Frequency</b></p> <p>Criterion 5.b.1 is to be evaluated every exercise.</p> <p><b>Extent of Play</b></p> <p>Subsequent emergency information and instructions should be provided to the public and the media in a timely manner (will not be subject to specific time requirements). For exercise purposes, timely is defined as "the responsible ORO personnel/representatives demonstrate actions to disseminate the appropriate information/instructions with a sense of urgency and without undue delay." If message dissemination is to be identified as not having been accomplished in a timely manner, the evaluator(s) will document a specific delay or cause as to why a message was not considered timely.</p> <p>The ORO should ensure that emergency information and instructions are consistent with protective action decisions made by appropriate officials. The emergency information should contain all necessary and applicable instructions (for example, evacuation instructions, evacuation routes, reception center locations, what to take when evacuating, information concerning pets, shelter-in-place instructions, information concerning protective actions for schools and special populations, public inquiry telephone number, etc.) to assist the public in carrying out protective action decisions provided to them. The ORO should also be prepared to disclose and explain the Emergency Classification Level (ECL) of the incident. At a minimum, this information must be included in media briefings and/or media releases. OROs should demonstrate the capability to use language that is clear and understandable to the public within both the plume and ingestion pathway EPZs. This includes demonstration of the capability to use familiar landmarks and boundaries to describe protective action areas.</p>
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	<p>The emergency information should be all-inclusive by including previously identified protective action areas that are still valid, as well as new areas. The OROs should demonstrate the capability to ensure that emergency information that is no longer valid is rescinded and not repeated by broadcast media. In addition, the OROs should demonstrate the capability to ensure that current emergency information is repeated at pre-established intervals in accordance with the plan and/or procedures.</p> <p>ORO should demonstrate the capability to develop emergency information in a non-English language when required by the plan and/or procedures.</p> <p>If ingestion pathway measures are exercised, OROs should demonstrate that a system exists for rapid dissemination of ingestion pathway information to pre-determined individuals and businesses in accordance with the ORO's plan and/or procedures.</p> <p>ORO should demonstrate the capability to provide timely, accurate, concise, and coordinated information to the news media for subsequent dissemination to the public. This would include demonstration of the capability to conduct timely and pertinent media briefings and distribute media releases as the situation warrants. The OROs should demonstrate the capability to respond appropriately to inquiries from the news media. All information presented in media briefings and media releases should be consistent with protective action decisions and other emergency information provided to the public. Copies of pertinent emergency information (for example, EAS messages and media releases) and media information kits should be available for dissemination to the media.</p> <p>ORO should demonstrate that an effective system is in place for dealing with calls to the public inquiry hotline. Hotline staff should demonstrate the capability to provide or obtain accurate information for callers or refer them to an appropriate information source. Information from the hotline staff, including information that corrects false or inaccurate information when trends are noted, should be included, as appropriate, in emergency information provided to the public, media briefings, and/or media releases.</p> <p>All activities for this criterion must be based on the ORO's plans and procedures and completed as they would be in an actual emergency, unless noted above or otherwise indicated in the extent of play agreement.</p>
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<b>Preparing to Evaluate This Criterion</b>	<p>Before the exercise, determine, according to the ORO's plan/procedures and the Extent of Play agreement:</p> <ul style="list-style-type: none"> <li>• What facility is designated as the media center? Can news be disseminated from other locations?</li> <li>• How are subsequent EAS message and "Special New Broadcasts" handled?</li> <li>• Who is designated as the spokesperson(s) for the facility? Do local governments send representatives to the facility?</li> <li>• How are messages coordinated with all appropriate staff, organizations, and OROs?</li> <li>• Are there pre-scripted messages in the plan or procedures?</li> <li>• Who is responsible for the Public Inquiry hotline? Where is the hotline located?</li> <li>• What are the approved sources of information that are available to the hotline staff?</li> <li>• Is public information required to be available in non-English languages at this location/site?</li> </ul>
<b>During the Exercise</b>	<p>During the exercise, in addition to evaluating activities related to the items listed above, be sure to:</p> <ul style="list-style-type: none"> <li>• Document whether emergency information and instructions: <ul style="list-style-type: none"> <li>➤ Were consistent with protective action decisions made by appropriate officials,</li> <li>➤ Were current (invalid or outdated information deleted),</li> <li>➤ Were complete, containing all necessary and applicable instructions for public,</li> <li>➤ Contained evacuation instructions including evacuation routes,</li> <li>➤ Indicated Reception Center locations,</li> <li>➤ Included information on what to take when evacuating,</li> <li>➤ Included information on pets,</li> <li>➤ Described shelter-in-place information (if applicable),</li> <li>➤ Contained information on schools and special populations,</li> <li>➤ Listed a public information or inquiry telephone number</li> <li>➤ Referenced Public Information Brochures and other printed sources of emergency information (such as telephone books),</li> <li>➤ Described routes and locations using familiar landmarks and road names.</li> </ul> </li> <li>• Document media briefings: Number, times, content of briefings, and whether information disseminated was accurate.</li> <li>• Document press releases: Number, times, copies of releases, and accuracy of information. Observe whether copies of news releases and EAS or other notification method messages were retained and provided to media? (Obtain copies and copy of media log and, if there is one, a copy of the media kit.)</li> <li>• Note that incoming and outgoing messages and media releases were logged. (Obtain a copy of the log.)</li> <li>• Note whether the ORO updated the media and the EAS station(s) or other notification method as information developed.</li> <li>• Note whether information is repeated at pre-established intervals. If so, how often was information repeated?</li> </ul>

<b>During the Exercise (Continued)</b>	<ul style="list-style-type: none"><li>• Compare EAS or other notification method, Special News Broadcasts messages, press releases, media briefings, and media inquiries for consistency and accuracy.</li><li>• Observe if the media spokesperson (i.e., the Public Information Officer (PIO)) handled media inquiries and telephone inquiries.</li><li>• Note whether media broadcasts were monitored.</li><li>• Determine whether emergency information was disseminated in a non-English language, if required.</li><li>• For Post Plume Phase –<ul style="list-style-type: none"><li>➢ Document whether there was rapid dissemination of ingestion pathway information to pre-determined individuals and businesses?</li></ul></li></ul> <p><u>Public Inquiry Function:</u></p> <ul style="list-style-type: none"><li>• Document whether Public Inquiry staff:<ul style="list-style-type: none"><li>➢ Obtained accurate information for callers,</li><li>➢ Referred callers to appropriate information source(s),</li><li>➢ Coordinated with the Public Information Officer,</li><li>➢ Provided the PIO with information on trends or false rumors.</li></ul></li><li>• Verify that trends and/or rumors are addressed in media releases.</li><li>• Note whether the Public Inquiry staff monitored media broadcasts.</li></ul>
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